

**UNIVERSITI TEKNOLOGI MARA**

**LIBRARY 2.0 ADOPTION AMONG LIBRARIANS IN  
ACADEMIC LIBRARIES**

**NORHIDAYU BINTI MD YATIM**

Thesis submitted in fulfillment of the requirements for the degree of  
**Master of Science**

**Faculty of Information Management**

**January 2012**

## **CANDIDATE'S DECLARATION**

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as reference work. This thesis has not been submitted to any other academic institution or non-academic institution for any other degree or qualification.

In the event that my thesis be found to violate the conditions mentioned above, I voluntarily waive the right of conferment of my degree and agree to be subjected to the disciplinary rules and regulations of Universiti Teknologi MARA.

Name of Candidate: NORHIDAYU BINTI MD YATIM

Candidate ID Number: 2010699956

Programme: IM 772 - Master in Library Science

Faculty: Information Management

Thesis Title: Library 2.0 Adoption among Librarians in Academic Libraries



(NORHIDAYU BINTI MD YATIM)

31 JANUARY 2012

## ABSTRACT

Library 2.0 consists of many applications which are based from the Web 2.0 application and tools. There are many Library 2.0 tools that can be applied in academic libraries and the use of Library 2.0 tools are varying according to its function which can benefit the academic libraries. The purpose of this study is to investigate the perceptions of librarians in academic libraries on Library 2.0 with the focus on their awareness of Library 2.0 concept, use of Library 2.0 tools and services, acceptance toward Library 2.0 application and challenges/barriers of using Library 2.0 applications. The sample selection is using random sampling method. Descriptive statistics using mean, standard deviation and inferential statistics are performed to analyse the data. The result of the study reveals that librarians are familiar with the term Web 2.0 applications adopted in their library and they are aware of the Library 2.0 concept and applications that are commonly used in academic library (overall mean=3.15). Librarians working in comprehensive university are more aware about Library 2.0 concept as compared to librarians working in research university. However, there are no differences between gender, academic qualification, working experience, and age with librarians' awareness of Library 2.0 concept. The result also reveals that librarians agreed that Library 2.0 applications can provide many opportunities for librarians to reach user and any potential users, it can be used to improve web-based services of academic libraries, and it can enhance library and users interaction (overall mean=4.09). The result reveals that only librarians with different age group have significant difference on their acceptance of the Library 2.0 applications in academic libraries. The study also shows that librarians only used Library 2.0 tools and services on sometimes basis (overall mean=2.98). The result highlights that years of working experience and type of university the librarians served have significant difference regarding the librarians used of Library 2.0 tool and services in academic libraries. The study also found that the librarians perceived not much challenges/barriers (overall mean=2.82) of using Library 2.0 applications. This study will provide significant feedback on academic librarian's perception relating to Library 2.0 adoption which is useful for academic library future improvement. Besides, this study will also help library administrator to determine whether the academic librarians need any further training on Library 2.0 applications.

Keywords: *Library 2.0, Academic library 2.0, Librarian 2.0*

## TABLE OF CONTENT

Candidate's Declaration	ii
Abstract	iii
Acknowledgment	iv
Table of Content	v
List of Figures	x
List of Tables	xi
List of Abbreviations	xiii

### CHAPTER ONE

#### INTRODUCTION

1.0	Background of the Study .....	1
1.1	Statement of the Problem .....	5
1.2	Purpose of the Study .....	6
1.3	Objectives .....	7
1.4	Research Questions .....	8
1.5	Hypotheses .....	9
1.6	Significance of Study .....	9
1.7	Scope of the Study .....	10
1.8	Limitations of the Study .....	11
1.9	Definition of Terms .....	11
1.10	Thesis Outline.....	12

### CHAPTER TWO

#### LITERATURE REVIEW

2.0	Introduction .....	13
2.1	Overview of the Study.....	14
2.1.1	Definition of Web 2.0.....	15
2.1.2	Definition of Library 2.0 .....	16
2.2	Adoption of Library 2.0 Tools Applications in Academic Libraries .....	17
2.3	Librarian's Perception toward Library 2.0 tools Applications in Academic Libraries .....	19

2.3.1	Awareness of Library 2.0 Concept.....	19
2.3.2	Acceptance of Library 2.0 Applications.....	21
2.3.3	Use of Library 2.0 Tools and Services .....	22
2.3.4	Challenges and Barriers of Using Library 2.0 Applications .....	25
2.4	Conceptual Framework .....	27
2.5	Conclusion.....	28

## CHAPTER THREE

### METHODOLOGY

3.0	Introduction .....	29
3.1	Research Design .....	29
3.2	Population.....	30
3.3	Data Collection Methods.....	32
3.4	The Questionnaire .....	33
3.4.1	Questionnaire Design .....	33
3.4.2	Content of the Questionnaire.....	33
3.4.3	Pre-Test.....	34
3.4.4	Validity Test .....	35
3.4.5	Pilot Study .....	35
3.4.6	Reliability Test .....	36
3.5	Data Analysis.....	37
3.6	Conclusion.....	37

## CHAPTER FOUR

### DATA ANALYSIS

4.0	Introduction .....	38
4.1	Profile of Respondents .....	39
4.1.1	Gender .....	39
4.1.2	Age .....	40
4.1.3	Academic Qualification.....	41
4.1.4	Year of Working Experience.....	42
4.2	Profile of Libraries .....	43
4.2.1	Institution.....	43